

REPUBLIC OF BULGARIA



MINISTRY OF TOURISM



MINISTRY OF HEALTH

**RECOMMENDATIONS OF ANTI-EPIDEMIC MEASURES IN TOURIST SITES &
ACTIVITIES FOR SUMMER SEASON 2021**

MOTTO: "BULGARIA - YOUR SAFE DESTINATION 2021!"

The measures for the summer tourist season 2021 are in accordance with the implemented anti-epidemic measures with the orders of the Minister of Health and are mandatory for all persons operating in tourist sites that are public facilities within the meaning of the Health Act, commercial sites or other objects.

During the summer tourist season 2021, the Guidelines for the operation of accommodation, catering and entertainment establishments in the conditions of an emergency epidemic situation related to COVID-19 in Bulgaria of the Ministry of Tourism, which are in accordance with the orders of the Minister of Health, with the guidelines and recommendations of the World Health Organization (WHO), European Center for Disease Prevention and Control and Commission Communication COVID-19: EU Guidelines for the gradual resumption of tourism services and sanitary protocols at hotels and restaurants from 13.05.2020 are in effect and must be followed.

The measures are implemented and observed in all types of tourism: sea, mountain, cultural, health (balneo, spa, wellness, medical), rural, wine, eco, congress, children and youth, adventure, sports, hunting, golf and other tourism.

Key goals:

1. Implementation of COVID-19 anti-epidemic measures in order to ensure maximum protection of the health of tourists in the summer season 2021.
2. Procedures to be followed in case of suspicion of coronavirus infection of a guest / guests.
3. Complex and coordinated actions in accordance with the epidemic situation in the country related to COVID-19.

Measures in accommodation and catering establishments adjacent to them or on their own.

✓ All persons, when they are in indoor public places where citizens are served or have access, are obliged to have a protective face mask for single or multiple use, which is used in accordance with the recommendations in the Guidelines for the functioning of accommodation, catering and entertainment establishments during the COVID-19 pandemic in Bulgaria of the Ministry of Tourism and are in compliance with the orders of the Minister of Health. The guidelines are published on the institutional website of the Ministry of Tourism: <https://www.tourism.government.bg/kategorii/covid-19>

✓ Upon arrival, the flow of guests in the site is regulated and controlled, not mixing incoming and outgoing flow, not allowing crowds of tourists in one area and the requirement for a physical distance of 1.5 m.

✓ In a visible place, in front of the entrance of the site and at the reception, there are information boards (or otherwise) for the maximum number of guests who can stay in that part of site, hand hygiene, as well as for physical distance of at least 1.5 m.

✓ We recommend not to allow more than 1 guest per 8 sq. meters, depending on the size of the reception area and reception. An exception is allowed for members of one family.

Procedures in case of suspected coronavirus infection of a guest at the accommodation.

✓ In case of suspicion of coronavirus infection of a guest, the guest is isolated in a predetermined room. The site is not quarantined, the orders of the Minister of Health and the prescriptions of the relevant Regional Health Inspection (RHI) are observed, which may introduce additional measures, restrictions and prohibitions depending on the epidemic situation in the site.

✓ The specific steps that the hotelier must follow in such case will have to be specified on the spot by the health authorities, according to the specific case.

The following actions are taken:

✓ Provide the guest with a disposable or reusable face mask. Separate them from other tourists and provide the opportunity to be examined by a doctor in a pre-determined room. Offer him a hand sanitizer to perform hand hygiene;

✓ Designate one person, not different employees, to take care of the guest (if necessary) who is ill until the arrival of the medical specialists. If possible, the person should have completed a vaccination course against COVID-19;

✓ The designated person should apply standard precautions, including hand hygiene and the use of personal protective equipment (disposable or reusable face mask and gloves);

✓ Strictly follow the instructions and recommendations of the doctor at the site or the medical specialists of the medical institution with which the site has a service contract, RHI or the Center for emergency medical care.

✓ Family hotels and guest houses have no obligation to have a service contract with a medical institution. They strictly follow the instructions of the Center for Emergency Medical Care regarding the patient and the recommendations of the RHI health inspectors regarding the contact persons and the anti-epidemic measures.

✓ After isolation / transportation of the guest, ventilation, cleaning and disinfection of the premises / places where he stayed must be performed.

IMPORTANT:

The following tourist sites are defined as quarantine accommodation of people, who have been in contact with a Covid -19 positive, on the territory of the districts of Dobrich, Varna and Burgas:

- 1. Villas Magnolia, Albena Resort, Balchik Municipality;**
- 2. Hotel "Del Mar", Nessebar.**

Measures in case of transfer of tourists and in case of organized tourist packages with bus transport

- ✓ The order in case of transfer of tourists and organized tourist packages with bus transportation is determined by the respective carrier in compliance with the anti-epidemic measures;
- ✓ The transfer of tourists, if possible, is carried out with open windows of the vehicle for ventilation;
- ✓ Stickers with the main anti-epidemic measures and for their observance are placed in the vehicle.

IMPORTANT: In the mountain resorts, where the gondola lifts, the chair lifts, etc. are implemented the instructions of the Ministry of Tourism for application of the anti-epidemic measures in the winter resorts during the winter season 2020/2021 are observed.

Measures for the use of guarded sea beaches

1.1. Free zones

- ✓ Physical distance of at least 1.5 m between the individual beachgoers, unless they are from one family;
- ✓ Placing in a visible place information boards about the obligation to observe physical distance and to perform hand hygiene:
 - For every 20 sq. m. it is allowed to accommodate 2 people or up to the number of members of 1 family.
 - One (1) umbrella is allowed to use up to 2 people or up to the number of members of 1 family.

Sanitary and hygienic maintenance

- ✓ Place information boards with all precautionary measures and prohibitions in appropriate places in Bulgarian and at least in a foreign language

1.2. Paid zones

- ✓ Physical distance of at least 1.5 m between the individual beachgoers, unless they are from one family;

- ✓ Placing in a visible location information boards about the obligation to observe physical distance and to perform hand hygiene:
 - Every 20 sq. m. it is allowed to place 1 umbrella, ie. in a minimum of 4 m .;
 - One (1) umbrella is allowed to use up to 2 people or up to the number of members of 1 family;
- ✓ To provide an opportunity for card payment through a POS terminal device or online payment;
- ✓ The beach accessories provided against payment should allow wet cleaning and disinfection;
- ✓ The attendants should use hand sanitizer when serving customers directly;

Accessories and equipment for water sports, sports and games

- ✓ Creating an organization for physical distance;
- ✓ Provide an opportunity for card payment through a POS terminal device or online payment;
- ✓ Surfaces and equipment that come into contact with the skin and mucous membranes should be cleaned and disinfected after each use;
- ✓ Service personnel should be insured and use hand sanitizer when serving customers directly.

Toilets, showers and changing rooms

- ✓ The toilets must have detergent and hand sanitizer;
- ✓ Avoid crowding and to keep a distance - 1.5 meters;
- ✓ Carrying out disinfection with increased multiplicity of floors and surfaces in the bathrooms, showers and locker rooms.

Recommendations to tourists in accommodation establishments

- ✓ Keep a distance of at least 1.5 m from anyone who is not a member of your family;
- ✓ Strictly follow the instructions on the information boards at the site;
- ✓ Follow the instructions of the staff;
- ✓ Keep in mind that your temperature can be measured when entering the site;
- ✓ Wear a proper face protection mask in all designated areas;
- ✓ Be sure to wear a mask anywhere indoors (lobbies, hallways, staircases, elevators, lobbies, etc.). An exception is made only during the consumption of food and beverages; An exception is allowed for children up to 6 years of age.
 - ✓ If you do not have a face mask, contact staff to get a free one;
 - ✓ Whenever possible, pay by card, online or other contactless way;
 - ✓ Wash your hands often with soap and water and especially after contact or contact with surfaces or objects that may have been touched by another;
 - ✓ Use hand sanitizer;
 - ✓ Use mainly personal protective equipment for single use.

Recommendations for tourists in food establishments

✓ Before visiting the dining area, be sure to wash your hands with soap and warm water or use a disinfectant;

✓ When serving a "buffet", be sure to wear a protective face mask and disposable gloves, which will be provided to you by the restaurant

✓ Wear a protective face mask until you sit down at the table, as well as after getting up from it;

✓ If you do not have a suitable mask or have lost yours, contact the staff to get one for free;

✓ Keep a distance of at least 1.5 m from anyone who is not a member of your family;

✓ Strictly follow the instructions on the information boards at the site;

✓ Follow the instructions of the staff;

✓ Whenever possible, pay by card, online or other contactless way;

✓ Use only personal protective equipment for single use.

Recommendations for tourists in balneo, spa wellness and thalassotherapy centers, swimming pools and beaches

✓ Strictly follow the instructions on the information boards at the site.

✓ Follow the instructions of the staff.

✓ Whenever possible, pay by card, online or other contactless way.

Indoor sites

✓ Keep a distance of at least 1.5 m;

✓ Disinfect your hands before using the appliances

Outdoor sites

✓ Keep a distance of at least 1.5 m from anyone who is not a member of your family;

✓ If you use an area for free placement of beach accessories, observe the minimum distance set by the health authorities between you and the beachgoers around you. It is allowed to place 1 umbrella every 20 square meters, ie. in a minimum of 4 m .;

✓ In the paid beach areas 1 umbrella is allowed to be used by 2 people or up to the number of members of one family;